

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes North Conference Room
September 24, 2003 at 1:30 p.m.**

Agenda Item	Notes
Member's Present:	Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair-AFSCME, Bev Schmeling-Public Safety, Roger Stirler-Education, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Dean Learner-Inspections & Appeals, Cindy Morton-Revenue, Penny Westfall-Law Enforcement Academy, Lance Noe-Drake
Member's Absent:	Bill Gardam-Human Services, Karen Sinclair-Treasurer
Other Attendees:	Nancy Berggren-DAS-HRE, MaryAnn Hills-DAS-HRE, Ed Holland-DAS-HRE, Bill West-DAS-HRE, Robin Crabtree, DHS.
Opening Remarks:	<ol style="list-style-type: none"> 1. Chairperson Nancy Richardson called the meeting to order and asked for participant introductions. 2. John Craig, Vice-Chair, made the motion to approve the minutes from the September 10, 2003 meeting and Lance Noe 2nd the motion. 3. The motion carried and the minutes were approved.
Updates with other Customer Council Chairs:	<ol style="list-style-type: none"> 1. Nancy Richardson reported on her conversations with the chairs of the ITE and GSE Customer Councils and gave an update on what she learned. <ul style="list-style-type: none"> • Nancy reported that the GSE Council was doing many of the same things the HRE Council, such as discussing rates and a rate setting methodology, and are waiting for financial information. • The ITE Council is also discussing rate setting, however, the chair of this council believes that rate setting will be delayed for a year. <p>Nancy Berggren indicated that Mollie Anderson would be meeting with Dept. of Management on 9-26-03 and the topic of delaying rate setting for another year would be discussed and a decision would be made.</p>
Updates on Letter to Mollie:	<ol style="list-style-type: none"> 1. The HRE Customer Council decided that a letter, from all Council Members, supporting a delay in rate setting this FY, would be given to Mollie Anderson. Penny Westfall made the motion to send the original draft, as slightly amended, to Mollie. Bill Snyder 2nd the motion. Nancy Richardson will finalize the letter.
Handouts:	<ol style="list-style-type: none"> 1. Nancy Berggren provided the Council with two handouts: <ol style="list-style-type: none"> a. Research on how various organizations budget for Human Resources services <ol style="list-style-type: none"> i) Roger Stirler asked that additional contacts be made to DMACC or other community colleges to get this same information, Nancy Berggren agreed that HRE staff would make the contact. ii.) Bill Snyder indicated that he had done web research into this topic also and was not successful in finding any information on pricing schemes. Bill brought copies of several articles to share with the Council. b. FY 2004 Budget Summary 2. Nancy Berggren indicated that the current GF Appropriation amount listed on this report included salary money for the Trainers on the HRE staff, this amount will be taken out of future reports. This report was

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	<p>not discussed at the meeting. Nancy Berggren and Ed Holland left the meeting at 2:10 pm for another meeting.</p> <p>3. Bill Snyder provided the Council with a spreadsheet he prepared entitled: 'Potential HRE Utility Service Bundles', Bill provided this as a proposal for the Council to consider when discussing the bundling of services and discussions regarding rate setting.</p>
Bundling Services:	<p>1. The council members discussed the various pros and cons of bundling services, discussed the option of charging departments a per employee fee for HRE services, discussed the need to consider various packaging options of HRE services and determining if some services should be charged for separately.</p> <p>2. Lance Noe suggested considering an idea that would allow a discount on the purchasing of HRE utility services if customers purchased certain Training packages for their employees/supervisors. Nancy Richardson also indicated that building incentives into the pricing structure is something to consider.</p>
Closing:	Nancy Richardson will send the letter mentioned in these minutes to Mollie Anderson on September 25 th , 2003.
Topics for next meeting:	<p>1. The committee determined these outstanding issues need further discussion:</p> <ul style="list-style-type: none"> - Confirm the number of employees (determine point of time for count and count by type of employee) - Confirm the FY 05 budget amount - Decide the number of rate structures needed (Merit/non merit/Legis, Judicial/contract/ non contract) - Identify any services that don't lend themselves to aggregate pricing - Identify extra, enhanced types of services to price separately - Identify ways to build in incentive pricing - Link Utility & Marketplace services as possible cost savings to agencies - Get input from our customers on their need for services
Next meeting:	October 8, 2003 at the <i>Grimes North Conference</i> room at 1:30 p.m.
Meeting Adjourned:	The meeting was adjourned at 3:35 p.m. on 09-24-03.